

Reservation Changes



Introduction

This supplement is intended for Travelers who need to change reservations they created in MyTravel. It builds on the information in the *Create and Submit Trip Request* section of the [MyTravel Quick Start Guide for Travelers](#), which explains the basics of making reservations in the system. If you are using an online version of this supplement, selecting the links in it will take you directly to other resources, though if needed, you'll find the applicable URLs at the very end of this guide.

Note: For best results, use the Chrome browser to access MyTravel.

Key Note About Changing Reservations

In its current state MyTravel only allows you to change reservations in the system if the approver has not yet approved your trip request. For now, if the Approver approved your trip request before you discovered the need to change your reservations, you have two choices:

1. Contact the Travel Management Company (TMC) directly to make the reservation changes.
2. Cancel the trip request and create a new one.

This Supplement does not provide instructions on how to create a trip request from scratch. It does, however, provide instructions on the other two options in the next two sections: *Change Reservations in MyTravel* and *Contact the TMC to Make Changes*.

Change Reservations in MyTravel

If the Approver has not already approved your request, follow the instructions listed in this section to change your reservations in the system:

1. Log into MyTravel. The MyTravel home screen (Figure 1) opens.

Change Reservations in MyTravel (continued)

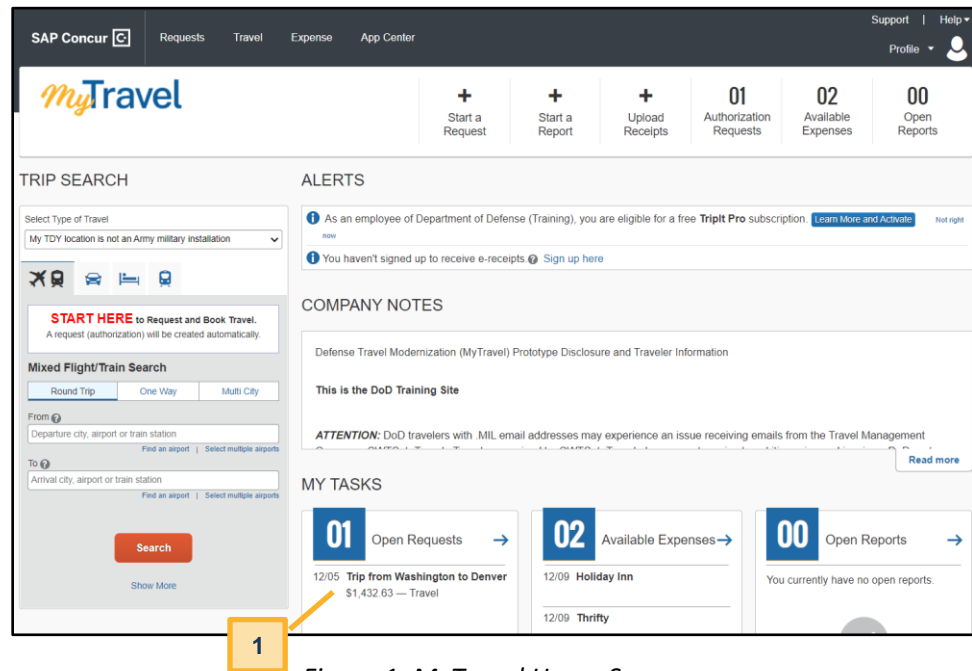


Figure 1: MyTravel Home Screen

2. Select the trip link under **Open Requests** (Figure 1, indicator #1) that identifies your trip. The request's **Expected Expenses** screen (Figure 2) opens.

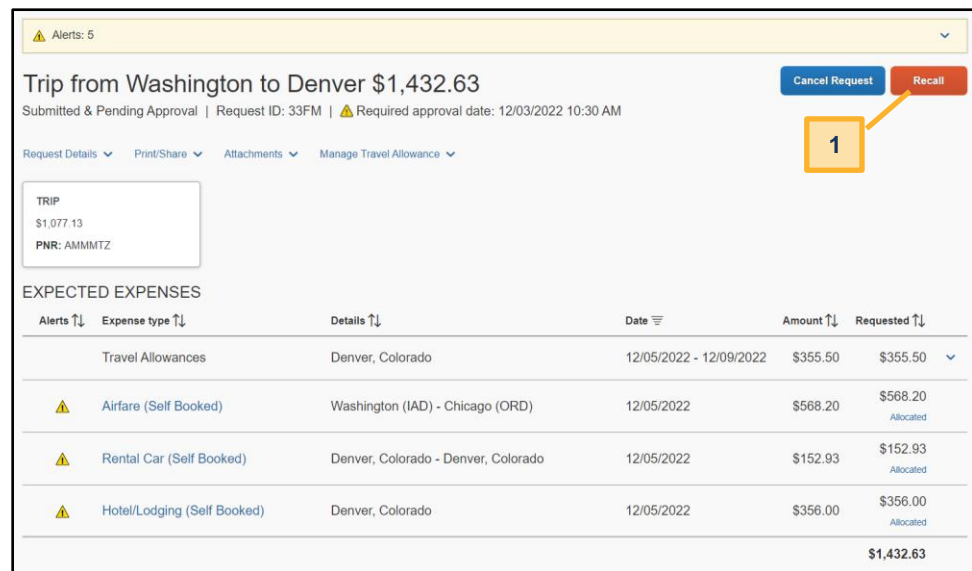


Figure 2: Expected Expenses Screen, Submitted

3. (optional) If you have already submitted the document for approval, select **Recall** (Figure 2, indicator #1) to make it editable again. After you confirm that you want to recall the document, the screen refreshes with the usual array of button options.

Notes: If you have not submitted the document for approval, skip this step and proceed to step 4. If the document is already approved, the **Recall** button does not appear. Follow the steps in the *Contact the TMC to Make Changes* section (below) instead.

Change Reservations in MyTravel (continued)

- Near the top of the **Expenses** screen, select the **Request Details** link (Figure 3, indicator #1), then the **View Request** link (Figure 3, indicator #2) on the drop-down menu. The **Request Details** screen (Figure 4) opens.

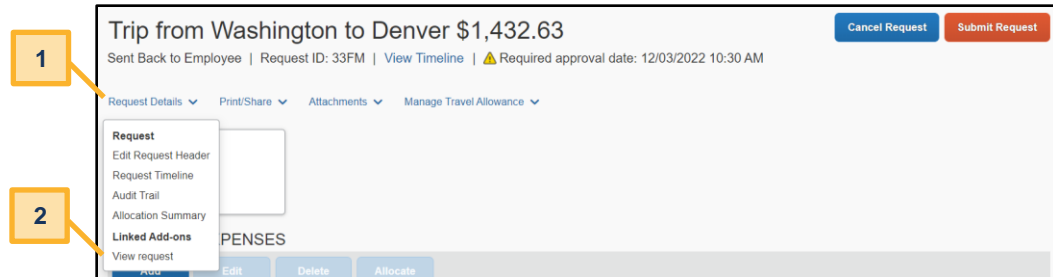


Figure 3: Expenses Screen

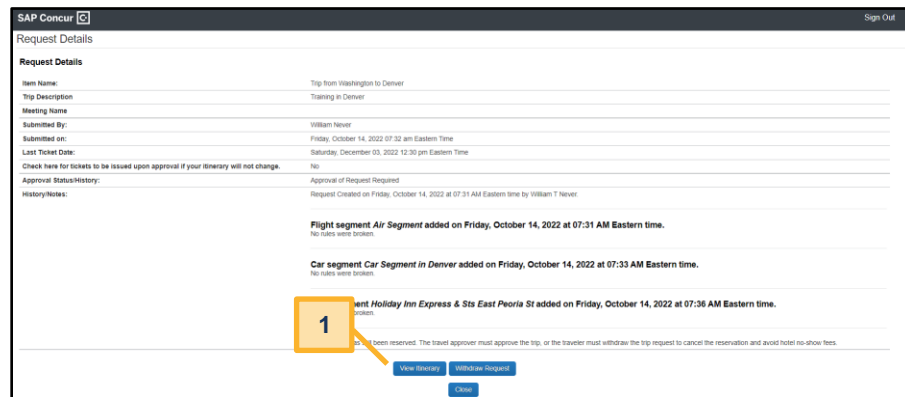


Figure 4: Request Details Screen

- The **Request Details** screen provides information about reservations you made in the system. To make any changes to those reservations, select **View Itinerary** (Figure 4, indicator #1). The **Travel Itinerary** (Figure 5) screen opens. It can be a very long screen as it provides details about all your reservations, so Figure 5 is truncated in this Supplement.

Change Reservations in MyTravel (continued)

Travel Itinerary

TRIP OVERVIEW

Trip Name: Trip from Washington to Denver
 Start Date: June 16, 2019
 End Date: June 22, 2019
 Created: January 25, 2019, William Never (Modified: January 25, 2019)
 Description: Training Conference
 Agency Record Locator: KWOMIG
 Passengers: William Never
 Total Estimated Cost: \$1,636.75 USD
 Agency Name: CWT SatoTravel-DoD DHRA

RESERVATIONS

Sunday, June 16, 2019

 Flight Washington, DC (IAD) to Denver, CO (DEN)

United 1889

Departure: 08:15 AM Confirmation: OLRN8H
 Seat: 25A (Confirmed) Status: Confirmed
 Washington Dulles Intl Airport (IAD)
 Duration: 3 hours, 55 minutes
 Nonstop

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

REMARKS

.....
 OFFICE HOURS/MONDAY - FRIDAY 0700-2000 ET
 DOD USD TIER 1.....844-308-6880
 AFTER HRS EMERGENCY TRAVEL..DOD USD TIER 1..844-308-6880
 AFTER HRS EMERGENCY INTL.....TBD

 ----- IMPORTANT CHANGE -----
 IF TICKET NUMBER IS NOT REFLECTED ON THIS ITINERARY
 THIS AIR RESERVATION WILL AUTOMATICALLY BE CANCELLED
 AT 72 HOURS PRIOR TO TRAVEL DATE IF APPROVAL OR
 ORDERS ARE NOT RECEIVED FOR TICKETING DUE TO AIRLINE
 FARE RULES. THE TRAVELER IS RESPONSIBLE FOR
 CANCELLING ALL ASSOCIATED HOTEL AND CAR RESERVATIONS
 TO AVOID ANY NO-SHOW PENALTIES.

 ** FOR AIRPORT SECURITY INFORMATION SEE WWW.TSA.GOV **

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Change Trip Print Itinerary E-mail Itinerary Open in Outlook Share Trip Close

Figure 5: Travel Itinerary Screen (portions)

6. Select **Change Trip** (Figure 5, indicator #1). The **Travel Details** screen (Figure 5) opens. Like the **Travel Itinerary** screen, the **Travel Details** screen can be quite long, so it is likewise truncated in this Supplement.

Change Reservations in MyTravel (continued)

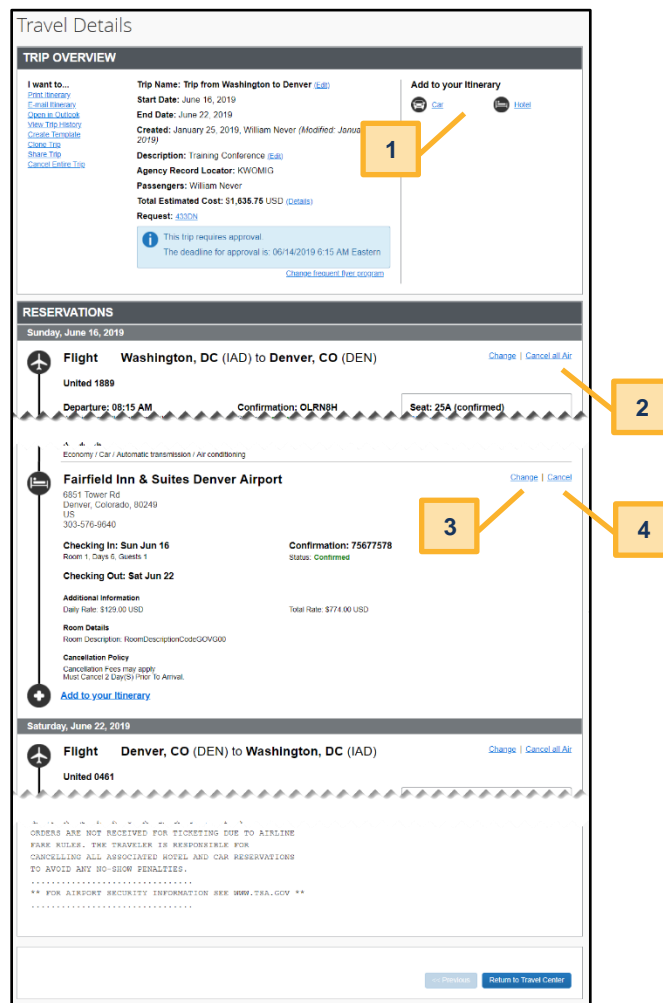


Figure 6: Travel Details Screen (portions)

7. Several options are available (though not all are visible at once):
 - a. **Car** and **Hotel** links (Figure 6, indicator #1) always appear at the top of the screen. Use them to add a new reservation of the selected type. An **Air** link can appear here as well, if you made no air reservations through the system or cancelled those you previously made.
 - b. **Cancel all Air** links (Figure 6, indicator #2) appear next to every flight segment. Use any one of them to remove all air reservations from the trip request. You can't remove only a single air reservation, though you can change a single one (see 7.c. below).
 - c. **Change** links (Figure 6, indicator #3) appear next to every reservation. Use one to see the search criteria you used to make the current reservation. To search for a new reservation, you must change at least one search criterion.

Change Reservations in MyTravel (continued)

Note: When changing hotel reservations, the only available search criteria are the check-in and check-out dates. If you want to change hotels, but keep the same dates, you must use the **Cancel** link (see 7.d below), then make a new reservation.

- d. **Cancel** links (Figure 6, indicator #4) appear next to all rental car and hotel reservations. Use one to remove the reservation from your itinerary.
8. When making new reservations from this screen, the process is very similar to how you made the original reservations, though the screen layouts are different.

Contact the TMC to Make Changes

When you contact the TMC to make reservation changes, they may ask you to provide any or all of the following information before making the reservation changes for you:

- **Request ID:** The **Request ID** appears at the top of the **Expected Expenses** screen (Figure 2).
- **Passenger Name Record (PNR):** You'll also find it on the **Expected Expenses** screen (Figure 2), in the white tile below the navigation links.
- **Traveler's date of birth:** Self-explanatory.
- **Card Verification Value (CVV):** This is the 3-digit security number on the back of your GTCC. The TMC will likely only request this number for changes to Amtrak reservations.

Please note that changes made by contacting the TMC will not appear on the trip request. They will only appear on the expense report when you create it.

Additional Resources

The items on this list provide the URLs for additional information you may find useful. Some of them are mentioned elsewhere in this guide.

1. Vendor-created User Guides and Demonstrations
<https://www.concurtraining.com/toolkit/en/expense/end-user/ui02>
2. MyTravel direct link
<https://dodtravel.concursolutions.com>

In addition, you can find many helpful user guides and other informational papers:

- On the DTMO website's **MyTravel** screen at <https://travel.dod.mil/Programs/DoD-Travel-Systems/MyTravel/>
- By logging onto MyTravel at the link in #2 above, then selecting **Help** in the upper right corner of the screen, then **Training** on the drop-down menu.